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Field Service Management Panel Discussion

MODERATED BY:
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ServiceNow, Inc.

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Panelist Introductions



NAME: Dan Hedstrom

TITLE: VP, Operations

COMPANY: Cubic Transportation



NAME: Neal Rattner

TITLE:

COMPANY: Applus RTD



NAME: Joel Freeman

TITLE:

COMPANY: Lowe's



NAME: Patrick Doran

TITLE:

COMPANY: Ameren

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Panelist Introductions



NAME: Venki Subramanian

TITLE: Director of Product Management

COMPANY: ServiceNow, Inc.

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Session Overview



Objectives

- Hear from panelists about the use of Field Service Management at their company to manage field resources and optimize field service operations

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Panel Questions

- What were your challenges in running your field service operations that motivated you to look for a solution. What were the business drivers?
- As your company was considering options, what stood out about ServiceNow FSM?
- Field Service involves a lot of different processes. How did you phase the implementation to show value in the short term. How do you measure success?
- Customer engagement and communication is a key consideration. How are you leveraging ServiceNow for improving customer communications?
- How did you handle the organizational change management?
- One of the key considerations is mobile, as your technicians are working at remote locations. How are you leveraging mobile interfaces and devices to improve efficiency?
- What are the next steps? What is the roadmap for rolling out field service in your organization?

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Q & A

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Thank You

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